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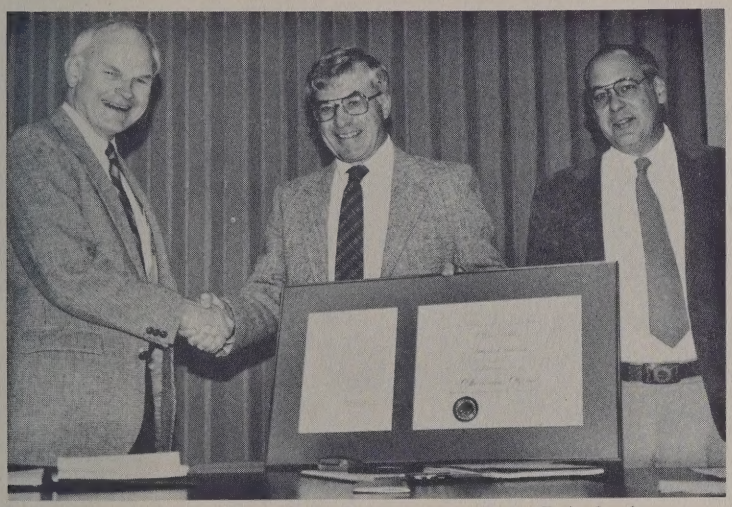
CENTER SCENE

The Bureau of Land Management Service Center Newsletter — *January 1990*

MERITORIOUS SERVICE



Bob Moore congratulates Pete Pedersen as Pete Culp looks on.

Demiles "Pete" Pedersen, DSCD for Administration and Technical Services, has been awarded the Department of the Interior's Meritorious Service Award. The award is in recognition of his many accomplishments in the fields of administration and land management.

The award citation commended Pete for having "continuously demonstrated exceptional ability in furthering the cause of efficient and innovative administrative management for the Bureau of Land Management." Some of his noteworthy accomplishments include helping with the development of an appraisal program in Montana, devising a method of accounting for delegations of authority in Wyoming, and devising a motor vehicle management proposal which saved the Bureau $500,000 annually in transportation costs. Over the last 5 years, Pete has been instrumental in the development of an automated procurement system and in the automation of personal property accountability and property disposal programs at the Service Center. Many of Pete's initiatives have been adopted by other states, and some have had implications Bureauwide. He has aggressively pursued initiatives that have saved the Bureau considerable amounts of money.

Pete began his career with BLM in 1960 as a Land Law Examiner in Montana. After 12 years in various positions there, he moved to Wyoming as Branch Chief of Administrative Management. In 1977, he moved to Washington, DC, as a Property Management Specialist. He returned to Montana as Deputy State Director for Administration in 1979. Five years later, he came to Denver as Assistant Service Center Director, Administrative Systems. Under a reorganization of the Service Center in 1986, he became Associate Service Center Director. Another reorganization in 1988 led to his present position.

Congratulations Pete!

RECORDS TRAINING

The Branch of Records, Directives and Library (SC-324) will be presenting three sessions of the Bureau's Basic Records Administration Course (1200-2). The first two sessions will be held in Denver at the Compri Hotel on January 29-February 2, and March 19-23, 1990. The third session will be held in Washington in mid-May for Washington Office and Eastern States Office personnel. Co-instructors for the course are Calvin Riley and Marie Martin.

Some of the topics to be discussed include mail management, records schedules, disposition, records transfers, subject codes, filing practices, and disaster recovery. There will also be a discussion and a video on the Freedom of Information and Privacy Act.

Employees are welcome to attend any session on topics that are of interest to them. No response to the instructors is required.

GME

The Service Center recently underwent a General Management Evaluation. Such an evaluation had been scheduled previously for the summer of 1988. Because the SC was about to be reorganized, it was decided to hold off for a year or so in order to let the reorganization have a reasonable time to settle in.

The first part of the GME involved filling out questionnaires. Two different questionnaires were used—the General Management Evaluation Questionnaire (GMEQ) and the Personnel Management Evaluation Questionnaire (PMEQ). The GMEQ covered a variety of topics, from ADP management to equal employment opportunity issues. The PMEQ concentrated on human resource management issues and services. About 200 of 250 people returned each questionnaire. An analysis of the responses was made to determine what issues needed investigation during the GME team's onsite visit.

After the issues were determined, the GME team came to the Service Center to conduct interviews and review relevant documents. Interviews were done with the management team, staffs, and individuals. Based on the information gathered, the team found some areas at the Service Center that needed attention. They recommended several changes, including changing the name of the Service Center and opening lines of communication. The team's draft report was circulated for employee comments, and these have been sent to the team for consideration.

On a positive note, however, the GME team found commitment, selflessness, and creativity with individuals at every level of the SC. Employees also showed genuine concern for the health and success of this organization.

SCSO sponsors

Singin' in the Rain

Boulder Dinner Theatre
February 20, 1990
$18.50 per person

SANTA'S VISITS

Editor's Note: *One of Santa's elves would like to share her story with all the employees who so generously gave during this year's Santa Project.*

This year Santa, Mrs. Claus, and 12 elves braved 4° weather and snow on December 21 to deliver Christmas cheer to ten families. Thanks to Gwen Moore and her new convertible, Santa rode in style—with the top down! The looks on the faces of people as we passed, honking the horn and waving, were priceless. Some people would wave; some had looks of disbelief on their faces—I'm sure they must have thought we were out of our minds.

Zachary, Barbara, and Cara Zellto with Santa Claus.

Christmas gained a whole new meaning for me as we went to each home delivering presents and food. The elves worked very hard putting the gifts under the trees and food in the kitchens. Some of the elves also did a great job setting up two small trees—they hadn't even taken the Tree Decorating 101 course yet!!

Several of the reactions of the families really stand out in my mind—such as Verna, who is on oxygen all day and had requested a bar stool so she could sit and cook. As the stool was brought in, she started to cry and could only say "Oh my, oh my." And then there was 10-year-old Amber, who asked Santa, "Am I dreaming?" And even Lena, who offered us a used mechanical baby swing and asked if any of our other families could use it.

Our last family really brought tears to our eyes. Judy, who has rheumatoid arthritis and MS, was given an imitation fur coat and hat, as she is always freezing while waiting for the bus. She took out the coat in disbelief and started to cry—she was still crying as she put it on.

The leftover toys and clothing were taken to the Samaritan House on Friday, December 22. Thanks to all the people who work with Santa for the fantastic luncheon they had for us. Santa and Mrs. Claus thank all of you who donated items to the project and all the elves for their help in delivering the goodies. And thank you Santa and Mrs. Claus for putting happiness into Christmas for our ten families.

M&L WORKSHOP

"From Saddles to Satellites" was the slogan of the latest group of participants at the Management and Leadership (M&L) Workshop. The group of twenty-four Bureau employees met at the workshop in Silvercreek, Colorado, in November to learn more about themselves, the organization's culture, the new roles of future managers, and emerging leadership concepts. The slogan represented to them the Bureau's transition from old to new, as well as the vastness of that contrast.

The participants came away from the workshop with more than mere training. They came away with the realization that their careers, and the Bureau's effectiveness, are as much in their own hands as in anyone's. After eleven days of interviews, simulations, seminars, and group activities, they also earned respect and friendship from their peers and emerged as a cohesive and functioning team. They returned to their jobs feeling empowered to tackle some of the Bureau's issues and to affect a positive change.

The first day of the workshop was filled with assessment activities. Eleven trained Bureau senior managers observed while participants talked about themselves and their proposed projects, played the role of an Area Manager making tough decisions, and worked within a group toward a common goal. Senior managers later pooled their observations. They discussed strengths and weaknesses, and provided individually tailored career counseling to each employee. Managers expressed renewed confidence in the potential of those interested in future leadership roles and a desire to help them succeed.

A tone of excitement and anticipation was set the night Cy Jamison, Bureau Director, addressed the workshop group. Although most expected a quiet fireside chat, the charismatic Director quickly took command of the evening with a fast-paced standup monologue. He spoke of the Bureau's need to educate the public about multiple use and to market a positive image. He discussed his desire to hold firmly to our old clients and to actively court our new clients through, among other things, emphasis on recreation. He proposed increasing the flow of employee exchange between the Washington Office and field offices through the creation of more short-term assignments. With patience, good humor, and honesty Jamison answered direct questions from participants displaying an anything-goes attitude. He invited them to just pick up the phone and call him if they had something important to say. Jamison left participants believing his leadership will make a significant difference. From this common sentiment came the slogan for Jamison's reign of leadership—"Cy of Relief."

The M&L Workshop is a safe and nurturing environment designed to promote self knowledge, awareness, and learning about Bureau issues. It comes at a time in an employee's career when he/she starts to ponder the possibilities of management as a career path. Employees leave the workshop much better equipped to make that career decision, to contribute to BLM, and to succeed in their personal and professional lives. Dave Taliaferro of Canon City, Colorado called the event "enlightening and challenging." Jesse Juen of Carlsbad, New Mexico felt the "tremendous camaraderie and encouragement" were unexpected bonuses from the workshop. Juen said, "This was the best training session in which I've participated, in both private and Federal sectors, during my professional career."